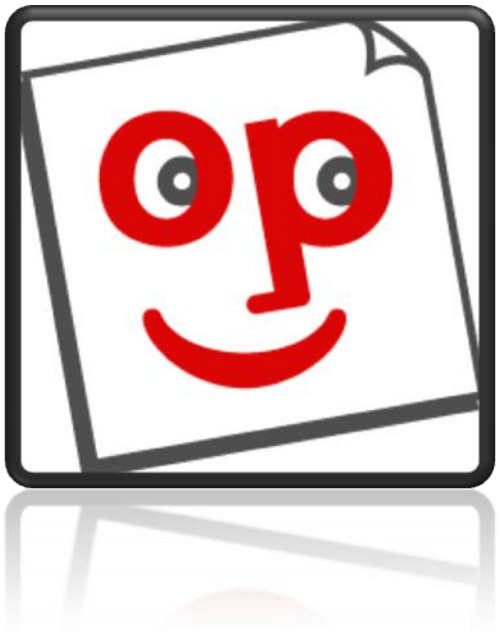


Popfax
Printer Driver

Version 3.11

User Guide

Table of Contents

License and Trademarks Information 3
Introducing Popfax Printer Driver 4
Popfax Printer Driver Purpose and Features 4
Popfax Printer Driver Hardware and Software Requirements 4
Installation of Popfax Printer Driver 5
Installing Popfax Printer Driver 5
Updating Popfax Printer Driver 8
Uninstalling Popfax Printer Driver 8
Using Popfax Printer Driver 9
Using Popfax Printer Driver 9
Configuring Popfax Printer Driver 13
Authentication 13
Changing Interface Language 13
Changing Image Quality 13
Changing Account Settings 14
Changing Personal Information 14
Cover Page Settings 15
Updating Contact Book 15
Changing Login Information 16
Troubleshooting 17
Error Messages 17

License and Trademarks Information

COPYRIGHT

Copyright © 2011 Popfax SARL.

Permission is hereby granted, free of charge, to any person obtaining a copy of this software and associated documentation files (the "Software"), to deal in the Software without restriction, including without limitation the rights to use, copy, modify, merge, publish, distribute, sublicense, and/or sell copies of the Software, and to permit persons to whom the Software is furnished to do so, subject to the following conditions:

The above copyright notice and this permission notice shall be included in all copies or substantial portions of the Software.

LICENSE AGREEMENT

THE SOFTWARE IS PROVIDED "AS IS", WITHOUT WARRANTY OF ANY KIND, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO THE WARRANTIES OF MERCHANTA BILITY, FITNESS FOR A PARTICULAR PURPOSE AND NONINFRINGEMENT. IN NO EVENT SHALL THE AUTHORS OR COPYRIGHT HOLDERS BE LIABLE FOR ANY CLAIM, DAMAGES OR OTHER LIABILITY, WHETHER IN AN ACTION OF CONTRACT, TORT OR OTHERWISE, ARISING FROM, OUT OF OR IN CONNECTION WITH THE SOFTWARE OR THE USE OR OTHER DEALINGS IN THE SOFTWARE.

POPFAX SARL CONTACT INFORMATION

For product support: support@popfax.com
Website**:** http://www.popfax.com/

Introducing Popfax Printer Driver

Popfax Printer Driver Purpose and Features

Popfax printer driver is a software solution that prints your files to fax.

1. *Ease of use* – no need to launch an internet browser or memorize a website address, just print your document inside an application.
2. *Send any document* – there is no restriction on the type of document that you want to fax.

Popfax Printer Driver Hardware and Software Requirements

Hardware requirements

- PC with at least 128Mb RAM
- PC with Internet

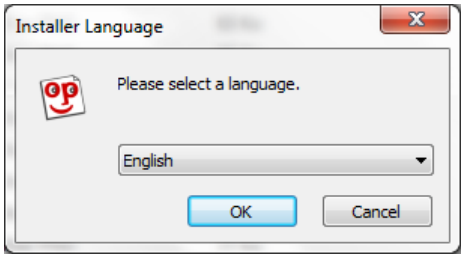
Operating system requirements

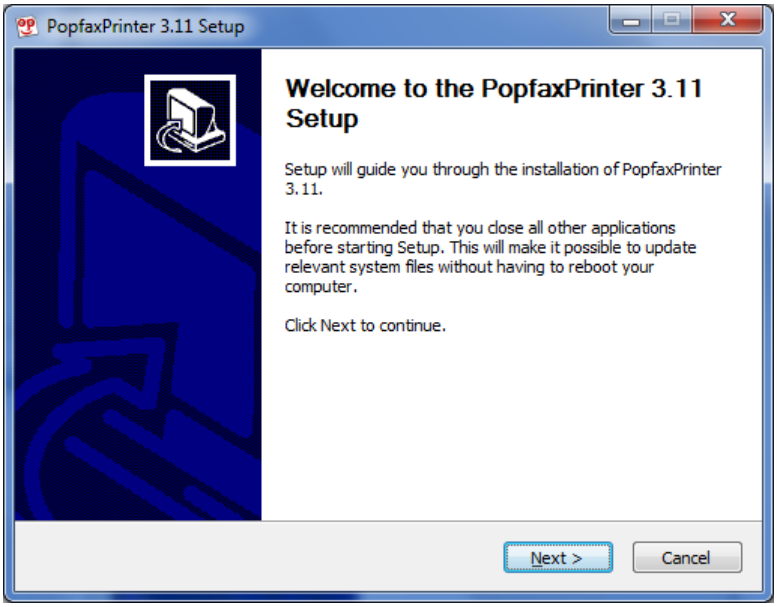
- Windows 2000
- Windows 2003
- Windows 2008
- Windows XP
- Windows Vista
- Windows 7

Installation of Popfax Printer Driver

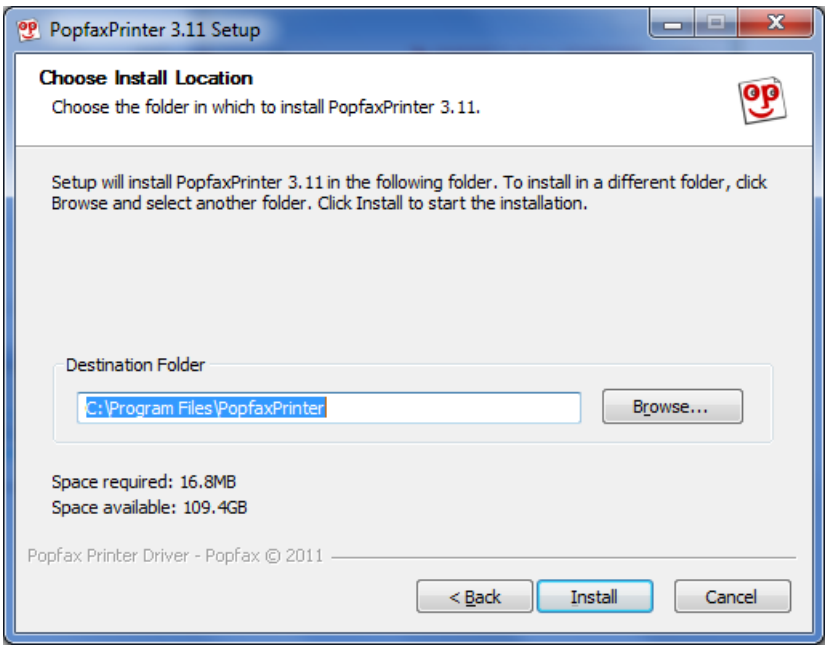
Installing Popfax Printer Driver

1. Make sure that all your applications are closed before you attempt to install Popfax Printer Driver.
2. To start the installation process, launch PopfaxPrinter.3.xx.exe.
3. Select a language, and then press **OK.**
4. Read the information on the welcome screen, and then press **Next.**

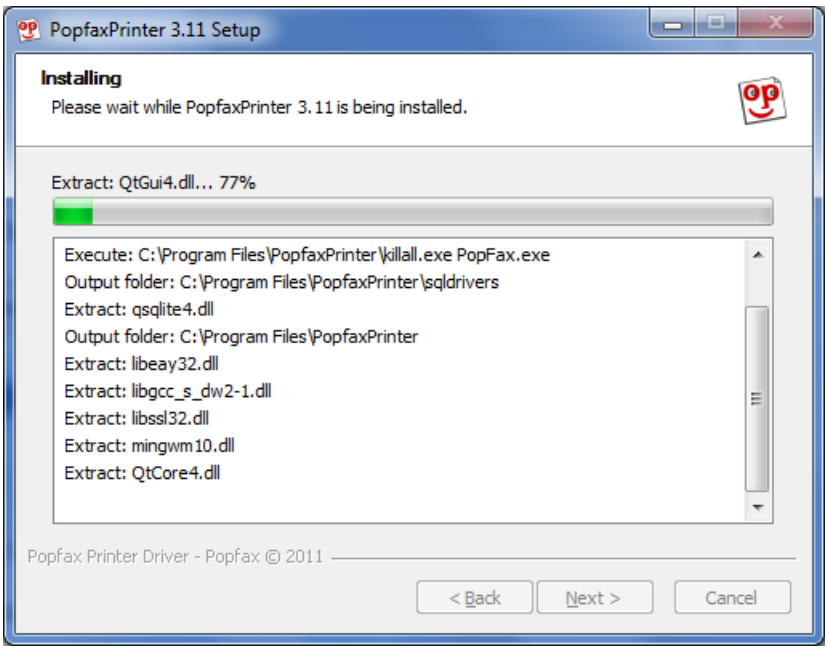



PopfaxPrinter 3.11 Setup
Welcome to the PopfaxPrinter 3.11 Setup
Setup will guide you through the installation of PopfaxPrinter 3.11.
It is recommended that you close all other applications before starting Setup. This will make it possible to update relevant system files without having to reboot your computer.
Click Next to continue.
Next >
Cancel

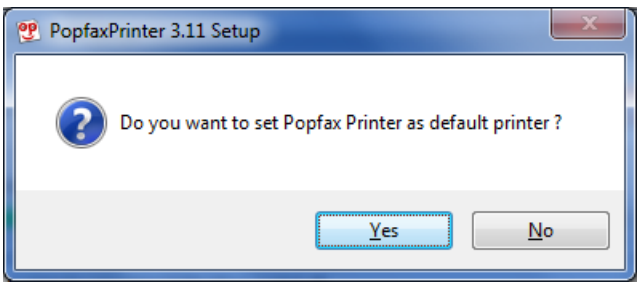
5. You have to agree with the terms of the license agreement in order to continue the installation process.
6. Indicate the folder in which Popfax Printer Driver will be installed, and then press **Install.**


PopfaxPrinter 3.11 Setup
Choose Install Location
Choose the folder in which to install PopfaxPrinter 3.11.
Setup will install PopfaxPrinter 3.11 in the following folder. To install in a different folder, click Browse and select another folder. Click Install to start the installation.
Destination Folder
C:\Program Files\PopfaxPrinter
Browse...
Space required: 16.8MB
Space available: 109.4GB
Popfax Printer Driver - Popfax © 2011
< Back
Install
Cancel

The installation starts:

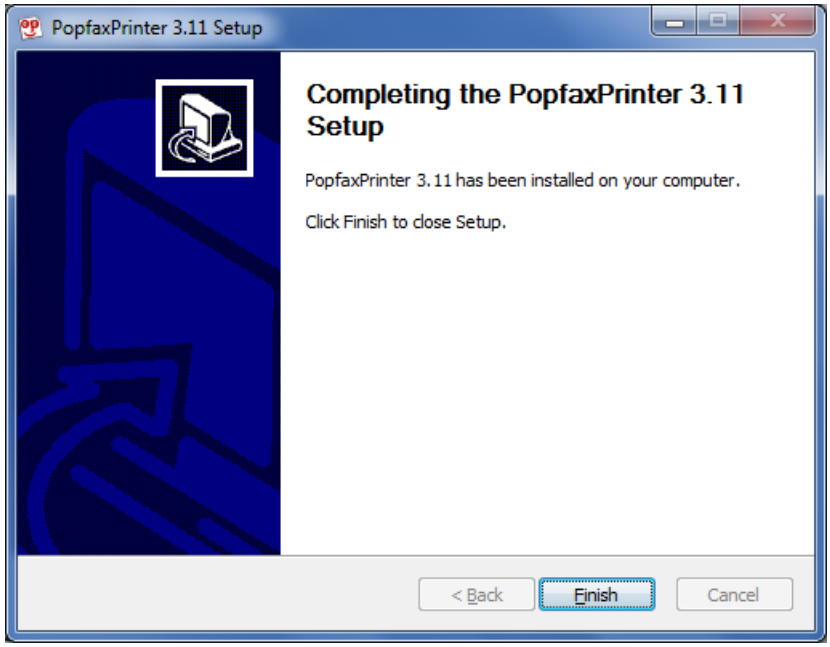


7. Towards the end of the installation, you will be asked to choose whether or not Popfax Printer Driver should become the default printer:



Once you have made your choice, the installation proceeds and ends:

8. Popfax Printer Driver is now installed. Press **Finish.**



Updating Popfax Printer Driver

To update Popfax printer, you will have to uninstall current version and install the new one.

Uninstalling Popfax Printer Driver

Follow these steps if you wish to uninstall the product:

1. Go to **Control Panel**, select **Add or Remove Program**, choose PopfaxPrinter and press **Uninstall.**
2. To confirm your decision, press **Yes.**
3. After successful completion of the uninstallation process, you will see a confirmation message.

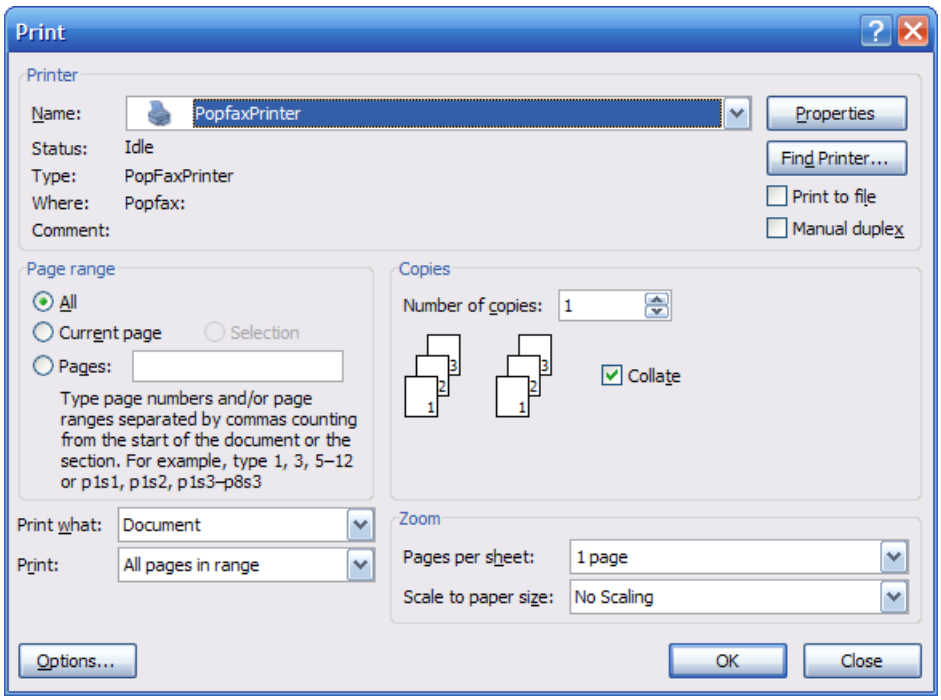
Using Popfax Printer Driver

Using Popfax Printer Driver

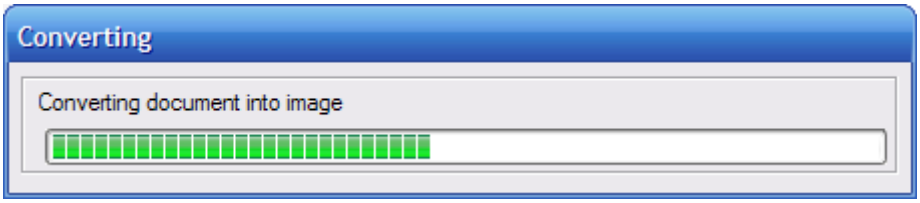
In order to use the Popfax Printer Driver, you need a valid Popfax account. The first use of the Popfax Printer Driver is a little different than the subsequent ones since you will need to enter this account information. You can create a new account at this address: http://www.popfax.com

Once you have created your account, you will receive a username and password. Now let's start the Popfax Printer Driver.

1. Open any document and print it:

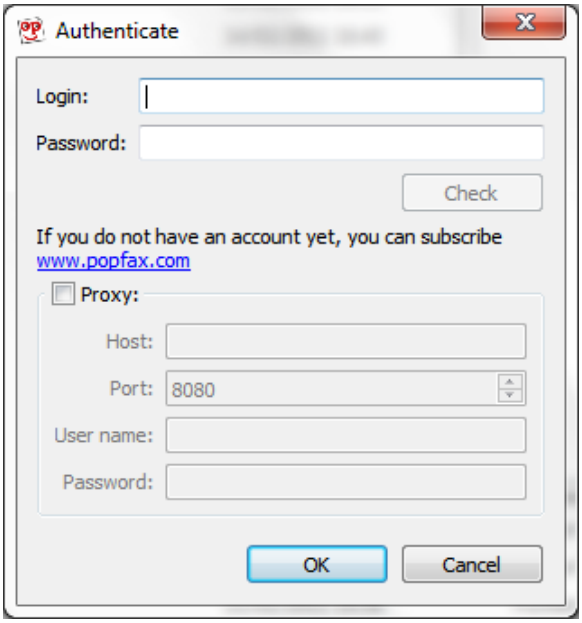


2. Press **OK** to print the document. A progress bar is displayed:

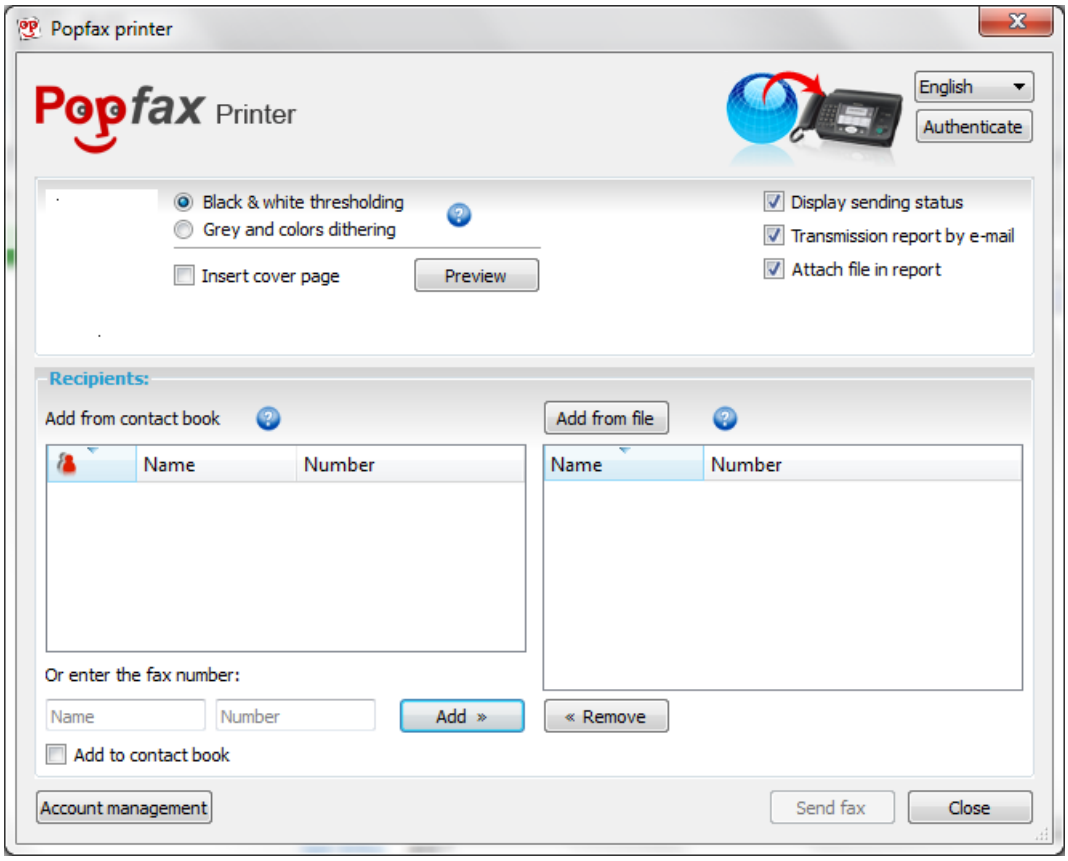


3. On your first use, after the converting process, you will be asked to authenticate yourself. This is where your username and password will come handy. Just fill in the form with the information you received. Optionally, you can press the **Check** button to verify if the username and password you entered are correct. This is simply to make

sure that you did not misspell your personal information. Once you are done, press **OK**.



4. You are now given access to the main interface:



5. Press **Account management** to retrieve your account information. Please be patient, it can take some time. In subsequent uses of the Popfax Printer Driver, pressing on **Account management** will be much faster as it only does synchronization.

6. If you wish, you can insert a cover page by checking **Insert cover page**. For further details on extra settings, go to the “Configuring the Popfax Printer Driver” section of this user guide.

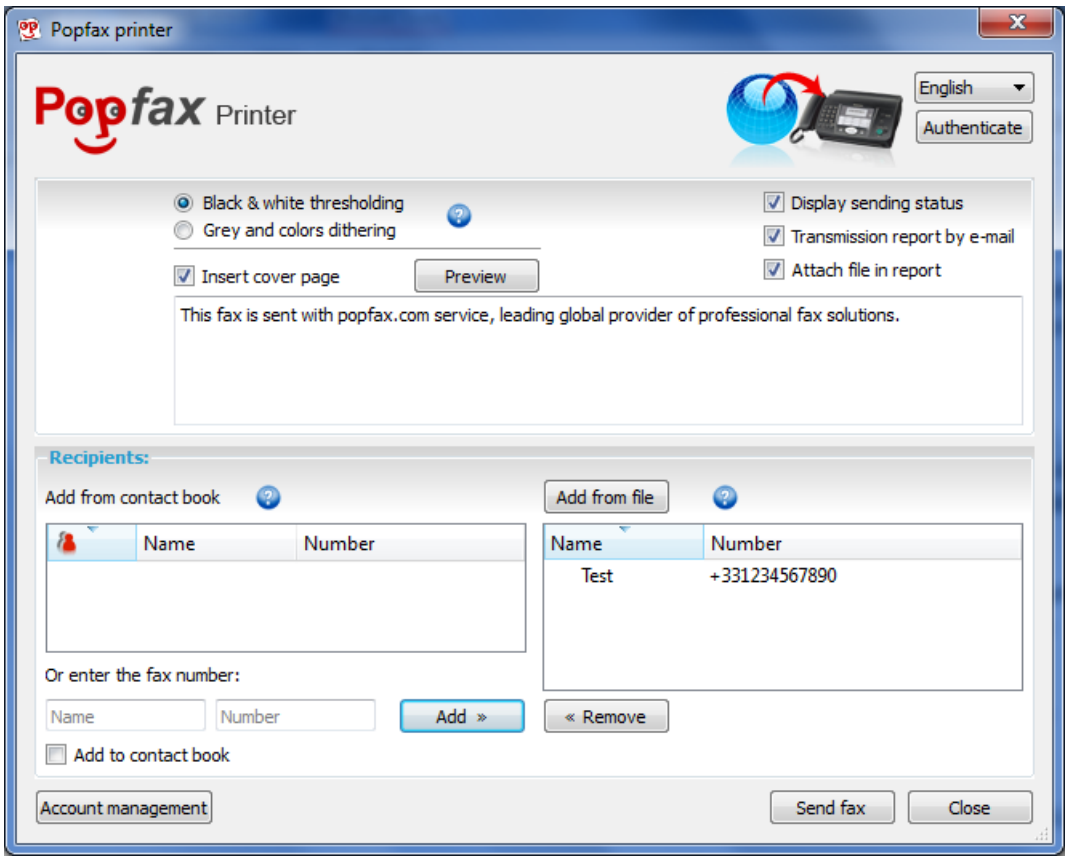
7. There are three different ways to add recipients to your fax:

   a. You can enter the fax numbers directly and press **Add**. Optionally, you can also add this number and associated name to your contact book by checking **Add to contact book** prior to pressing on **Add.**

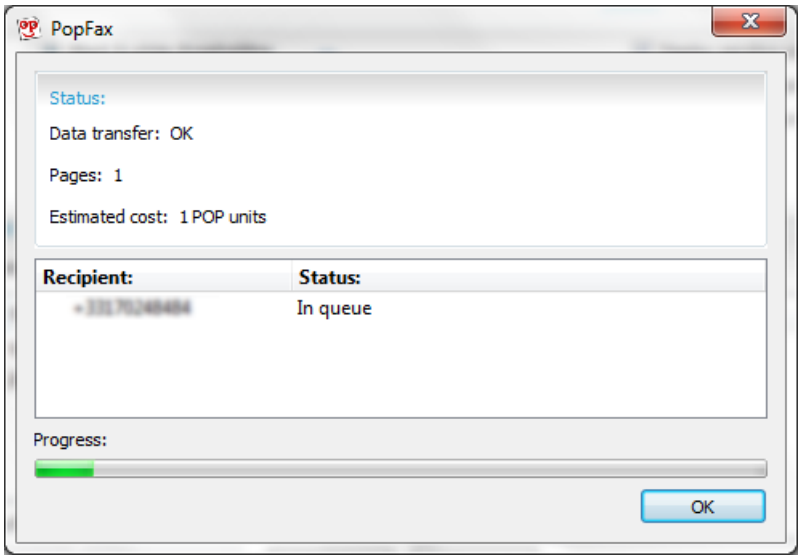
   b. You can use any existing contact from your contact book (editable in **Account management** > **Contact book**). To add them, either select them and press **Add** or double click on them.

   c. You can add them from a plain text file by pressing **Add from file**. The file can have 1 or 2 columns:
   - If 1 column: 1 number per line.
   - If 2 columns: 1st column is name, 2nd column is number, separated by “;” or TAB.

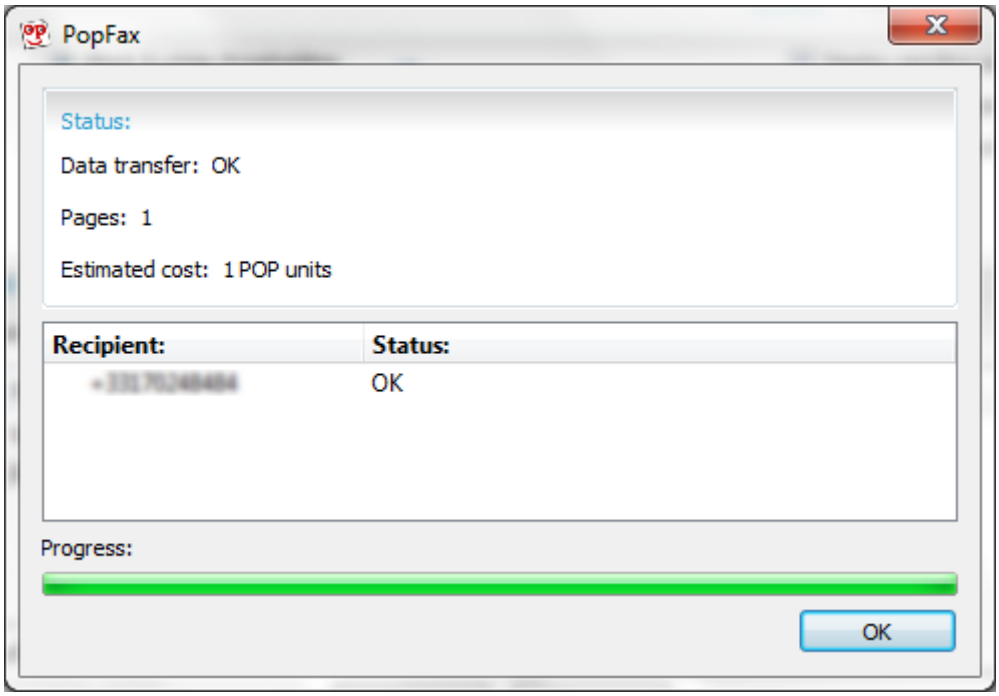
Warning: the numbers need to be in international format.



8. Once you are ready, press **Send fax.**



You can press **OK** at any time, your fax is being sent and anything that you will see from now on is purely informative. Should you want to wait, you will eventually see the following:

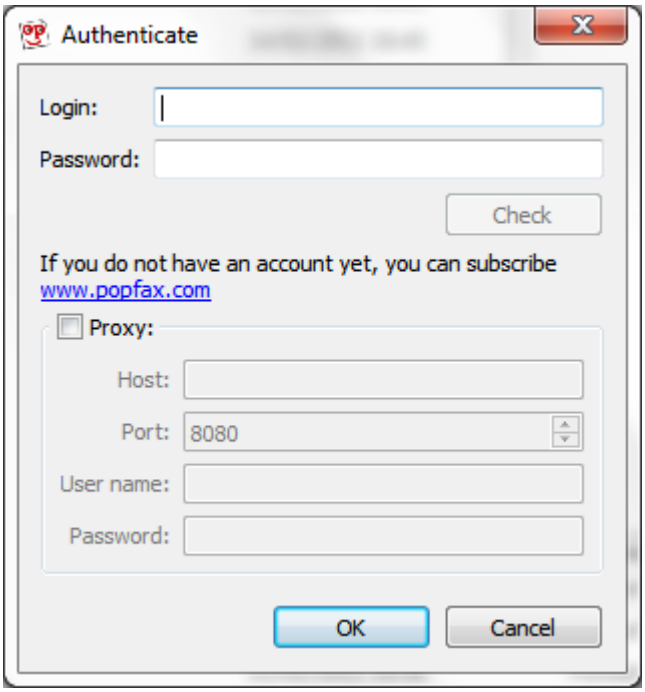


For any error message, please take a look at the “Error messages” section of this user guide.

Configuring Popfax Printer Driver

Authentication

1. Press **Authenticate** to access your account parameters:



2. Enter your new username/password, press **Check** if you want to check it and then press **OK**.

Changing Interface Language

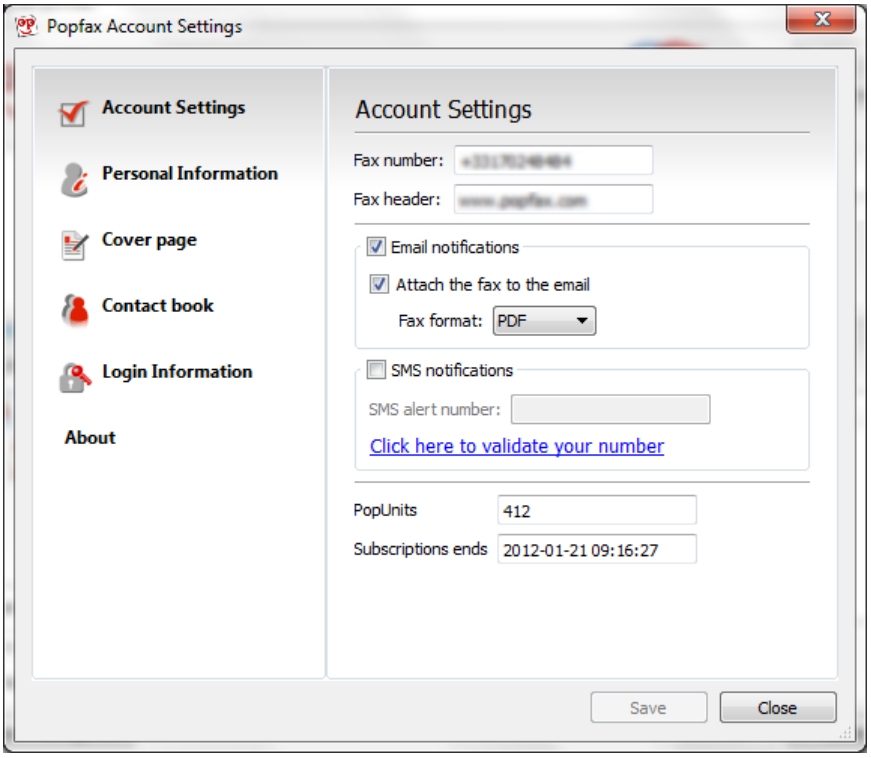
You can select your default language in the top right corner of the Popfax Printer Driver.

Changing Image Quality

Select one of the following quality options:

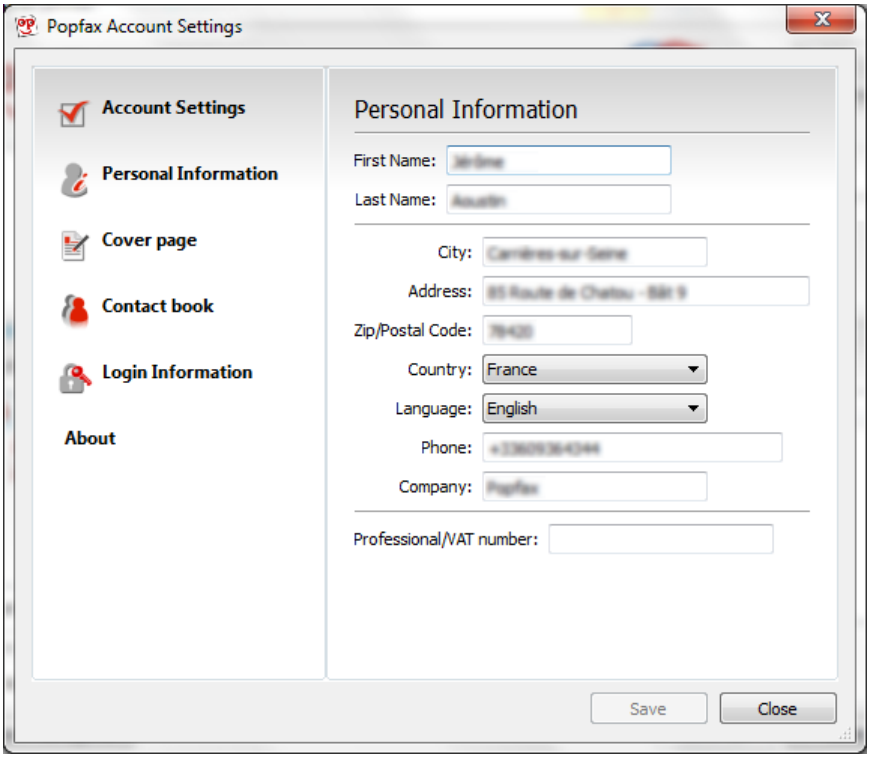
- Grey and colors dithering: renders grey zones for pictures and logos, reduces readability of text and the page takes longer to transmit, it may be charged as two or more pages.
- Black and white thresholding: improves the readability of text pages.

Changing Account Settings



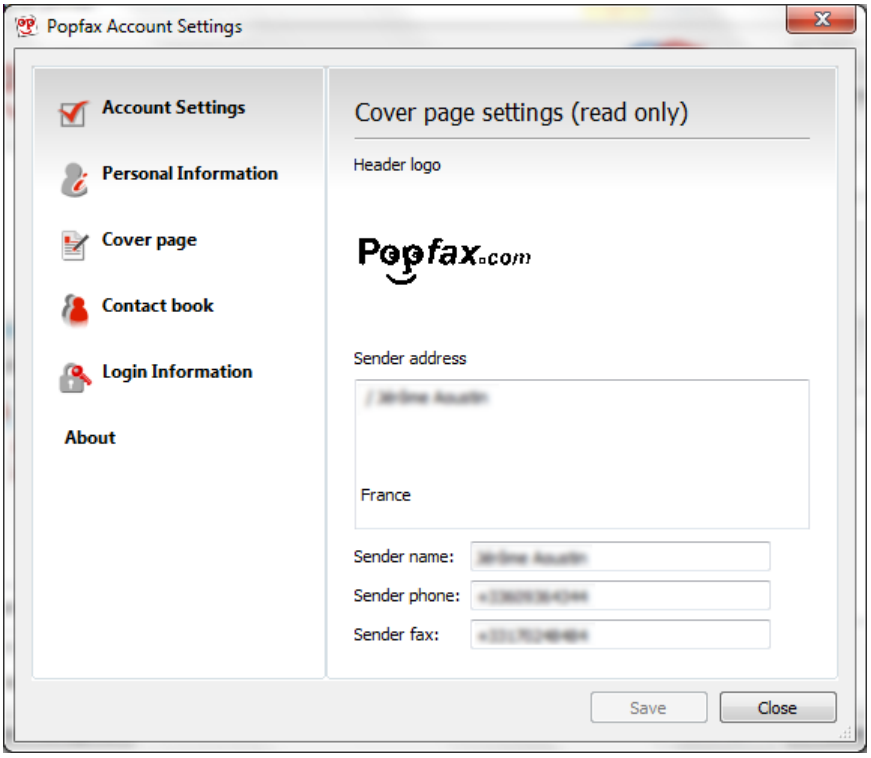
This page allows you to change the settings of your Popfax account. It also informs you of your available amount of Pop Units and of the end of your subscription.

Changing Personal Information



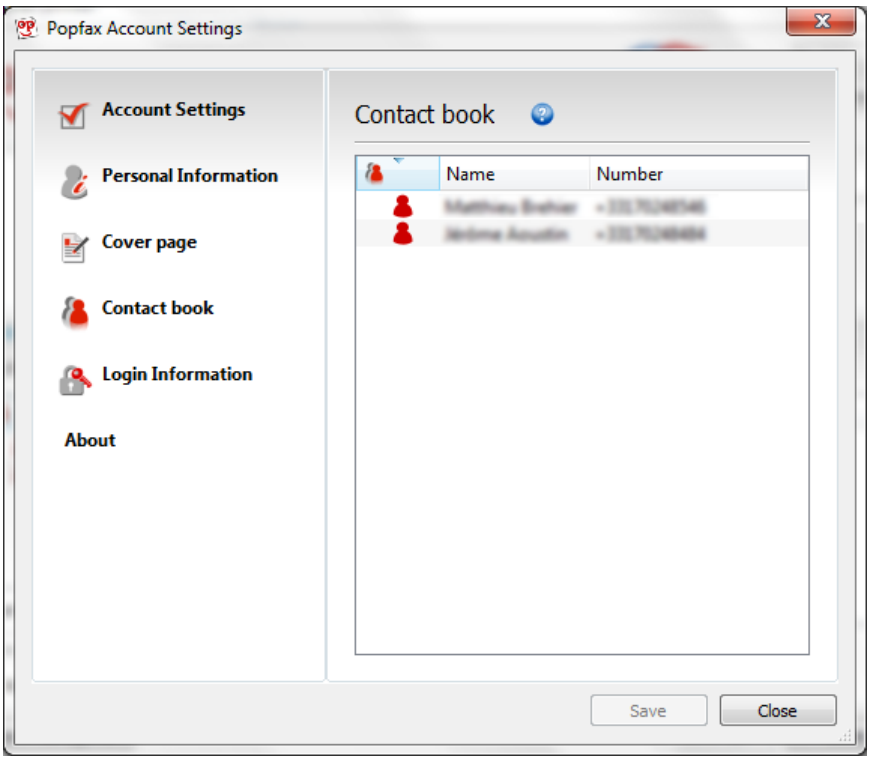
This page allows you to change your personal information.

Cover Page Settings



This page allows you to see your cover page settings.

Updating Contact Book

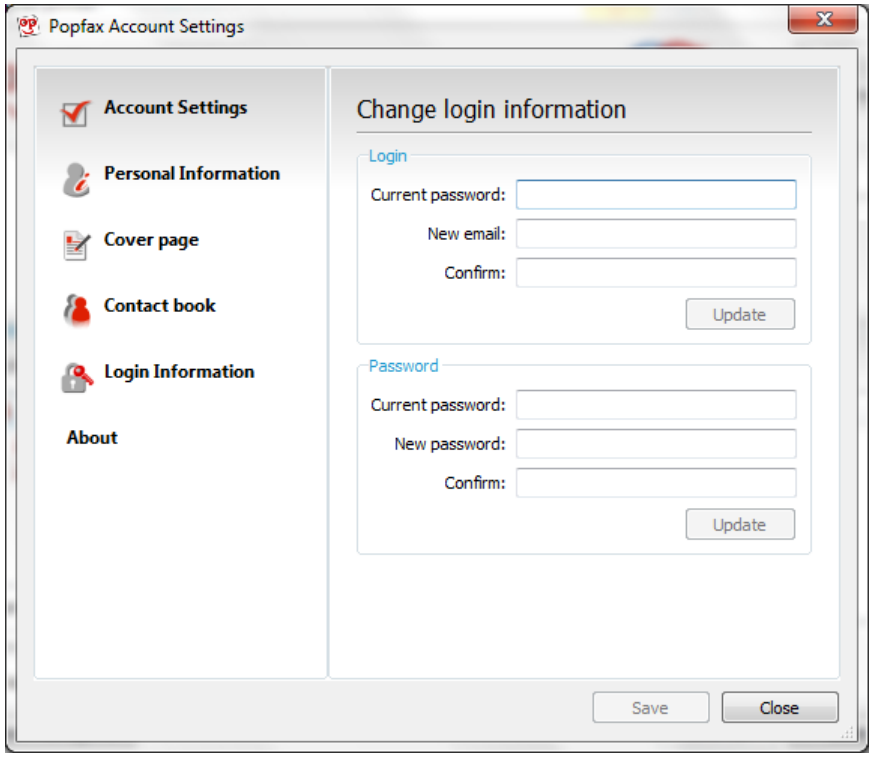


This page allows you to update your contact book. Just right click within your contact book area and you will be able to perform the following actions:

- Add a contact group
- Add a contact
- Edit a contact or a group
- Delete a contact or a group
- Import contacts from a plain text file
- Export contacts as a plain text file

When importing, the file can have 1 or 2 columns:
- If 1 column: 1 number per line
- If 2 columns: 1st column is name, 2nd column is number, separated by ";" or TAB

Changing Login Information



Troubleshooting

Error Messages

Message	Possible cause	Possible solution
Invalid Number	No communication established. The number called is reported as invalid.	Enter right fax number
Too many recipients	More than 3 recipients	Left only 3 recipients
Not enough credits	Not enough credit remaining to send the fax.	Please recharge your account
Authentication error	While inserting your parameters (password and/or email), please refrain from inserting spaces or other characters (e.g. hour, date etc.)	Retype your user name and password
Empty destination list	Recipient list is empty / no valid destination number was found.	Enter fax number
Internal system error	A problem appeared while processing your request.	Please repeat your attempt. In case of a persistent problem please report this to Customer Care.
Not active	Your account isn't active	Activate your account
Illegal pages count	Illegal pages count	Resent document
Invalid tiff document	Format of the tiff document is invalid	Convert your tiff document to CCITT Group 3 fax encoding tiff
File upload error	File upload error	Resent document
Pages count mismatch	Pages count that you provided is mismatch with pages count in tiff document	Specify correct page number

Duplicate numbers	Duplicate numbers	Remove duplicate number
Wrong Fax	Fax number you taped is wrong	Enter right fax number
Fax not found	Fax not found	Enter right fax number or try again
No fax machine answering	Call answered and fax communication tone sent repeatedly for approx. 1 minute. If no fax response detected, the communication is stopped. If the called number is either a GSM or an "advanced network" number, fax unavailability is confirmed by the network. If voice detection is enabled, the call is aborted when voice is detected	Try send fax again
Incomplete transmission	Fax is not sent until the end. Not all pages are sent due to unexpected disconnection or remote fax abort that is not reported as such.	Try send fax again
Fax connection failed	Communication is established, but fax handshake failed due to bad line or non-standard fax machine or other communication problem.	Try send fax again
Busy line	No communication established. The line is reported as busy.	Try send fax again
Call rejected	No communication ever established. The call is reported as rejected, by the signaling network.	Try send fax again

Conversion error	No communication established. Dummy error code used only for mail2fax. Conversion of attached document failed.	Try send fax again
No answer	No communication established. The call has not responded for 1-2 minutes.	Try send fax again
System busy	No communication ever established. Generated by the transport level system overload.	Try send fax again
Bad line	Communication is established, handshake success but error rate is too high and communication is aborted. Fax not sent. Occurs particularly when ECM is used on a very bad line.	Try send fax again
Line problem	No communication established. Generated by problem with fax sending management level system on E1 line.	Try send fax again
File cannot be sent	No communication established. Generated by the transport level system file corruption.	Try send fax again
Remote fax aborted	Fax sending incomplete. Not all pages sent due to unexpected disconnection caused by remote fax abort.	Try send fax again